



OFFICIAL RESPONSES TO VENDOR QUESTIONS
 RFP-2021-BDAS-02-TECHN

| No. | Question | Answer |
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| 1. | General Is there an incumbent that currently provides the services for New Hampshire? | Yes, the applicable contract can be found online at: http://sos.nh.gov/nhsos_content.aspx?id=8589991413 (Item #12). |
| 2. | General – Budget a) What methods will the Department have in place to ensure the technical assistance (TA) requested does not surpass the maximum contract budget stated in the RFP? b) Would the Department approve a TA work plan a year in advance to ensure the level of effort is consistent with the stated maximum budget? | a) All TA requests must be approved by the Department. Appropriateness of the TA request and associated cost(s) will be discussed between the Department and the selected Vendor during the approval process. The Department and the selected Vendor will be in close contact regarding monthly expenditures versus the amount remaining in budget lines and across the budget in totality. b) Yes, with the understanding that work plans can be updated, as needed and as approved by the Department only after collaborative discussions between the selected Vendor and the Department have occurred. |
| 3. | General – Payment and Invoicing How will the contract be paid? | The selected Vendor will submit monthly invoices on a cost reimbursement basis that directly aligns with budget line items approved by the Department. |
| 4. | Section 1, Introduction, Subsection 1.1, Purpose and Overview Who will be requesting TA? | The Department and individual providers in the State who provide alcohol and other drug (AOD) services. |
| 5. | Section 1, Introduction, Subsection 1.3, Contract Period Could this contract potentially be four (4) years if the contract is extended for another two (2) years? | Yes, see Subsection 1.3, Contract Period. |

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| 6. | <p>Section 3, Statement of Work, Subsection 3.1, Scope of Services, Paragraph 3.1.1 (Before Q1)</p> <p><i>“The selected Vendor must provide outcome-driven technical assistance (TA), at the direction of the Department, to the Alcohol and Other Drug (AOD) service system in order to bridge gaps between research, policies and practices.”</i></p> <p>a) What is the anticipated process for the Department’s review and approval of TA guidance, tools, and related materials developed by the selected vendor?</p> <p>b) What are examples of TA that the selected vendor will be responsible for providing?</p> <p>c) Will TA include clinical treatment recommendations, workflow processes, and health care delivery best practices?</p> <p>d) If clinical-treatment TA is anticipated, what are the levels or types of clinicians receiving TA?</p> <p>e) Does the Department envision setting priorities for TA?</p> <p>f) Will providers, individually, identify their own needs and the selected Vendor will be required to meet those needs?</p> | <p>a) The Department’s designated Program Lead and TA receiver, if indicated, will work closely with the selected Vendor to review and approve all items created to assist with TA provided. Once approved, the items can be disseminated for use.</p> <p>b) Examples in prevention may include, but are not limited to:</p> <ul style="list-style-type: none"> • Literature reviews of current prevention policies, programs or practices; and • Assistance with understanding a school-level YRBS report versus a State Report. <p>Examples in treatment may include, but are not limited to:</p> <ul style="list-style-type: none"> • Improving utilization of ASAM criteria; • Developing motivational interviewing skills; and • Assisting providers with marketing and other promotional materials. <p>c) Yes.</p> <p>d) TA must be available to all levels of providers including, but not limited to:</p> <ul style="list-style-type: none"> • CRSWs; • LADCs; • MLADCs; and • Individuals pursuing licensure. <p>e) No.</p> <p>f) No. The Department determines what needs are to be met.</p> |

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| 7. | <p>Section 3, Statement of Work, Subsection 3.1, Scope of Services, Paragraph 3.1.2, Subparagraph 3.1.2.5 (Before Q1)</p> <p><i>“Ensures program fidelity while meeting state and federal grant requirements including, but not limited to the Substance Abuse Prevention and Treatment Federal Block Grant (SABG).”</i></p> <p>To which programs is the Department referring?</p> | <p>SABG program requirements can be found online at: https://www.samhsa.gov/grants/block-grants/sabg.</p> <p>TA needs related to the SABG will be determined by the Department.</p> |
| 8. | <p>Section 3, Statement of Work, Subsection 3.1, Scope of Services, Paragraph 3.1.1 (After Q1)</p> <p><i>“The selected Vendor must work closely with the Department to support current and emerging initiatives for improving the AOD CoC system of care.”</i></p> <ul style="list-style-type: none"> a) How will the selected Vendor be expected to support current and emerging initiatives? b) What level and type of support does the Department anticipate that the selected Vendor would provide? c) Is this specific to the AOD service system or would it also include providing support to the Department? | <ul style="list-style-type: none"> a) Policy and practice needs may arise when new initiatives emerge. The selected Vendor will be expected to support these needs by providing guidance. b) The level and type of support will be determined based on need and in collaboration between the selected Vendor and the Department. c) The Department, Bureau of Drug and Alcohol Services, is part of the AOD service system. |
| 9. | <p>Section 3, Statement of Work, Subsection 3.1, Scope of Services, Paragraph 3.1.2 (After Q1)</p> <p><i>“The selected Vendor must efficiently monitor and manage, and report on all TA requested and provided.”</i></p> <p>How are data-specific TA requests expected to be managed?</p> | <p>The selected Vendor is expected to track TA requests, progress made toward request deliverables, and outcomes produced through TA requested.</p> |
| 10. | <p>Section 3, Statement of Work, Subsection 3.1, Scope of Services, Paragraph 3.1.3</p> <ul style="list-style-type: none"> a) Does the Department require provider participation in TA or may providers opt out of TA supports and forums? b) What is the anticipated volume and frequency of the TA that will be provided in-person? | <ul style="list-style-type: none"> a) The Department requires participation for contracted providers. Non-contracted providers may opt out of TA support and forums. b) This would be determined in collaboration between the Department and the Vendor. |



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| | <ul style="list-style-type: none"> c) What is the anticipated volume and frequency of the TA that will be provided virtually? d) Will TA formats change over the contract period as a result of COVID-19? e) Are the Communities of Practice (CoP) groups already formed with developed contact directories? f) How many CoP groups are anticipated? g) How frequently will CoP groups meet over the course of the two-year contract period? h) Is there currently an advisory group that provides input into the format and content of the CoP meetings? i) Will the selected Vendor be expected to lease space and equipment, at its own expense, for CoP forums held in-person? | <ul style="list-style-type: none"> c) This would be determined in collaboration between the Department and the Vendor. d) Yes. e) Yes. However, group participation and audiences can change based on need and topic. f) A minimum of four (4). g) Monthly, bi-monthly or quarterly depending on need. h) Yes. Each CoP has an advisory group. i) Yes. |
| 11. | <p>Section 3, Statement of Work, Subsection 3.1, Scope of Services, Paragraph 3.1.4</p> <p>What is the number of toolkits, briefs, and logic models the selected Vendor will be expected to develop each year of the contract?</p> | <p>This is a fluid process based on emerging trends in prevention science, but typically it has been between four (4) and six (6).</p> |
| 12. | <p>Section 3, Statement of Work, Subsection 3.1, Scope of Services, Paragraph 3.1.6</p> <p>How do you define an instance of TA?</p> | <p>An instance of TA would be determined in collaboration with the Department and the selected Vendor. TA may include, but is not limited to webinars, phone calls, site visits, and emails.</p> |
| 13. | <p>Section 3, Statement of Work, Subsection 3.1, Scope of Services, Paragraph 3.1.7 and Subparagraph 3.1.7.1</p> <ul style="list-style-type: none"> a) Does this apply to all TA regardless of modality? b) What is the pathway for evaluation responses? c) Does the Department have a preferred platform for collecting respondent feedback? | <ul style="list-style-type: none"> a) Yes. b) Surveys will go directly from the selected Vendor's survey platform to the TA recipient for completion and from the TA recipient directly to the Department. c) Any electronic format. |

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| 14. | Section 3, Statement of Work, Subsection 3.1, Scope of Services, Paragraph 3.1.8 What is the approximate number of webinars per year in which the selected Vendor is expected to participate? | No more than six (6) annually. |
| 15. | Section 3, Statement of Work, Subsection 3.1, Scope of Services, Paragraph 3.1.9 a) Does the Department anticipate the website will be focused on TA publications and content? b) Does the Department expect that the website may include other public-facing material such as AOD treatment service providers by location, or other content? c) Does the audience for the website include beneficiaries of the services and other audiences? d) Is there a website that currently exists to support the proposed contract services? e) If a website currently exists, what transition activities and support are expected to be available? f) If a website does not currently exist, how quickly is the website expected to be live? g) Will the website created by the selected Vendor be hosted by the selected Vendor or the State? h) Will patient health information, personally identifiable information, and confidential information be shared across this website platform? | a) Yes. b) No. c) Yes. d) Yes. It can be found online at: https://nhcenterforexcellence.org/ . e) The Department will work with the selected Vendor to determine what, if any, transition activities need to occur. f) If a Vendor does not currently have a website for the purposes of this RFP, then the Vendor may want to include information relative to the plan to provide a website in response to Q4. g) By the selected Vendor. h) No. |
| 16. | Q6 of the RFP Is the selected Vender required to have staff or an office in New Hampshire? | It is not required. |

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| 17. | Section 3, Statement of Work, Subsection 3.2, Reporting Requirements, Paragraph 3.2.2 a) What program is this section referencing?? b) What information will be made available to the selected Vendor regarding the larger program, accomplishments, and financials? | a) Program refers to the contract resulting from this RFP and the services provided within. b) The Department will collaborate with the selected Vendor to make all applicable information available, as needed. |
| 18. | Section 3, Statement of Work, Subsection 3.3, Performance Measures, Paragraph 3.3.1, Subparagraph 3.3.1.3 What is the definition of TA sessions? | TA Sessions are made up of instances of TA. Please see answer to Question 12 above. |
| 19. | Section 3, Statement of Work, Subsection 3.4, Compliance, Paragraph 3.4.4, Credits and Copyright Ownership, Subparagraph 3.4.4.1 What documents is the Department referencing? | Documents are anything created that is a result of the performance of services of the resulting contract. |
| 20. | Section 6, Proposal Process, Subsection 6.7, Proposal Submission, Paragraph 6.7.1, Subparagraph 6.7.1.2 Is there a page limit for proposals? | There is no page limit. However, Subparagraph 6.7.1.2 which specifies the maximum file size that can be received per email. |
| 21. | Section 7, Proposal Outline and Requirements, Subsection 7.1, Presentation and Identification, Paragraph 7.1.1, Overview, Subparagraph 7.1.1.5 Does the Department prefer to receive the Technical Proposal and the Cost Proposal via separate emails? | Yes. |
| 22. | Section 7, Proposal Outline and Requirements, Subsection 7.2, Outline and Detail, Paragraph 7.2.4 Can the Executive Summary be placed as the first section of the Technical Proposal immediately following the Table of Contents? | Yes. |

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| 23. | <p>Appendix A, P-37 General Provisions and Standard Exhibits, Exhibit I, Health Insurance Portability and Accountability Act Business Associate Agreement, Section 5, Termination for Cause</p> <p>Would the State consider the following change to this language?</p> <p><i>(5) Termination for Cause</i></p> <p><i>In addition to Paragraph 10 of the standard terms and conditions (P-37) of this Agreement, upon Covered Entity's knowledge of a breach by Business Associate of the Business Associate Agreement set forth herein as Exhibit I, Covered Entity will provide an opportunity for Business Associate to cure the alleged breach within a timeframe specified by Covered Entity. <u>If cure is not feasible, or there is a material or irreparable harm caused, the Covered Entity may terminate the Agreement.</u> If Covered Entity determines that neither termination nor cure is feasible, Covered Entity shall report the violation to the Secretary.</i></p> | Yes. |
| 24. | <p>Appendix D, Budget Form, and Appendix E, Program Staff List</p> <p>a) Should bidders submit these forms for only the first two (2) years or should the two (2) option years be submitted as well?</p> <p>b) Can consulting firms present fully loaded, hourly rates by project team member in Attachment D and Attachment E along with an explanation of how rates are built in the budget narrative?</p> | <p>a) Only the first two (2) years.</p> <p>b) Yes.</p> |